

## Getting access to WITS for Division of Behavioral Health Staff

### Process for a new Regional staff member to request access to WITS

1. Ensure you meet the [WITS Access Guidelines](#).
2. Contact your Regional WITS Administrator (RWA). Your RWA will create a WITS account for you in accordance with the [WITS Access Guidelines](#) and [Assigning Roles for DBH Staff Members](#), and will submit a support ticket to the WITS Help Desk. [Click here for a list of RWAs](#).

### Process for a staff member with a Region to request changes to their WITS account (such as new levels of access, or a name/credential changes)

1. Contact your RWA. Your RWA will update your WITS account in accordance with the [WITS Access Guidelines](#) and [Assigning Roles for DBH Staff Members](#), and will submit a support ticket to the WITS Help Desk. [Click here for a list of RWAs](#).

### Process for a former staff member who has returned to work for a Region to request access to WITS

1. Ensure you meet the [WITS Access Guidelines](#).
2. Contact your RWA. Your RWA will reactivate your previous WITS account or create a new one for you in accordance with the [WITS Access Guidelines](#) and [Assigning Roles for DBH Staff Members](#), and will submit a support ticket to the WITS Help Desk. [Click here for a list of RWAs](#).

### Process for a Regional staff member to request access to a locked client record

1. Contact your RWA. Your RWA will work with the Regional Program Manager to request access to locked client records.

## Process for a Regional staff member to request access to GAIN

1. You must meet the eligibility requirements for access to GAIN ABS:
  - a. You must have an active WITS staff member account with a unique and secure e-mail address.
  - b. You must have GAIN-I certification or be an approved GAIN Site Interviewer Trainee currently pursuing GAIN certification.
    - Information about GAIN Certification is available on the website [www.wits.idaho.gov](http://www.wits.idaho.gov). Click on the GAIN tab on the left. Review the documents under GAIN Site Interviewer Training to determine which situation applies. If you have any questions, please send an e-mail to [GAINTrainingAndAccess@dhw.idaho.gov](mailto:GAINTrainingAndAccess@dhw.idaho.gov).
2. Give a copy of your GAIN certification to your Regional WITS Administrator (RWA). Your RWA will submit a support ticket to the WITS Help Desk to request access to GAIN ABS. [Click here for a list of RWAs](#).

The WITS Help Desk staff will review the support ticket request for GAIN access within three (3) business days and will submit the information to Chestnut Health Services (CHS).

CHS processes requests for GAIN access within 5 business days. CHS will send a confirmation email to you and to the WITS Help Desk when the account is completed. When the WITS Help Desk receives the email confirmation, a GAIN password will be entered into your WITS account to link the two systems together.

## Process for a State Hospital staff member to request access to WITS

1. Ensure you meet the [WITS Access Guidelines](#).
2. Request access from your WITS point person at the Hospital. The point person at State Hospital South is [Angela Loosli](#) and the point person at State Hospital North is [Todd Hurt](#).
  - a. The WITS point person will email the WITS Help Desk requesting access and will include:
    - i. The staff member's name
    - ii. The staff member's email address
    - iii. The level of access.

The WITS Help Desk staff will process email within three (3) business days of it being received. When additional information is required, the email will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the task will be closed and the request will not be processed.

## Process for a staff member with the Division of Behavioral Health Central Office to request access to WITS

1. Ensure you meet the [WITS Access Guidelines](#).
2. Request access from your supervisor.
  - a. Your supervisor will email the request to the WITS Help Desk and will include:
    - i. The staff member's name
    - ii. The staff member's email address
    - iii. The level of access.

The WITS Help Desk staff will process email within three (3) business days of it being received. When additional information is required, the email will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the task will be closed and the request will not be processed.